Remedy IT Service Management

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Contents

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- Service Request Management
  - Introduction to Service Request Management
  - SRM Console
  - Creating Requests
  - Viewing Submitted Requests
  - Request On Behalf Of
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  - Request ID Numbers

Accessing Remedy

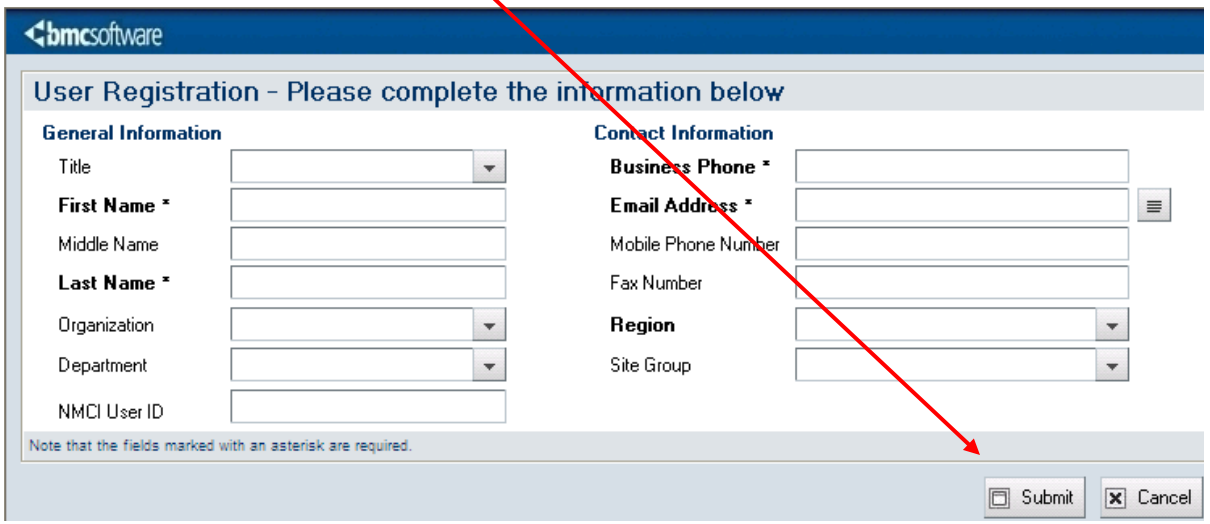
Accessing Remedy

- Customer Profiles
  - Each customer must have a Remedy Profile to access the Service Request Management console.
    - Profiles can be created two ways:
      - Self Registration
      - Creation by CNIC Support Center Representative
        - » Contact the CNIC Support Center for this option (1-888-264-4255)

Accessing Remedy

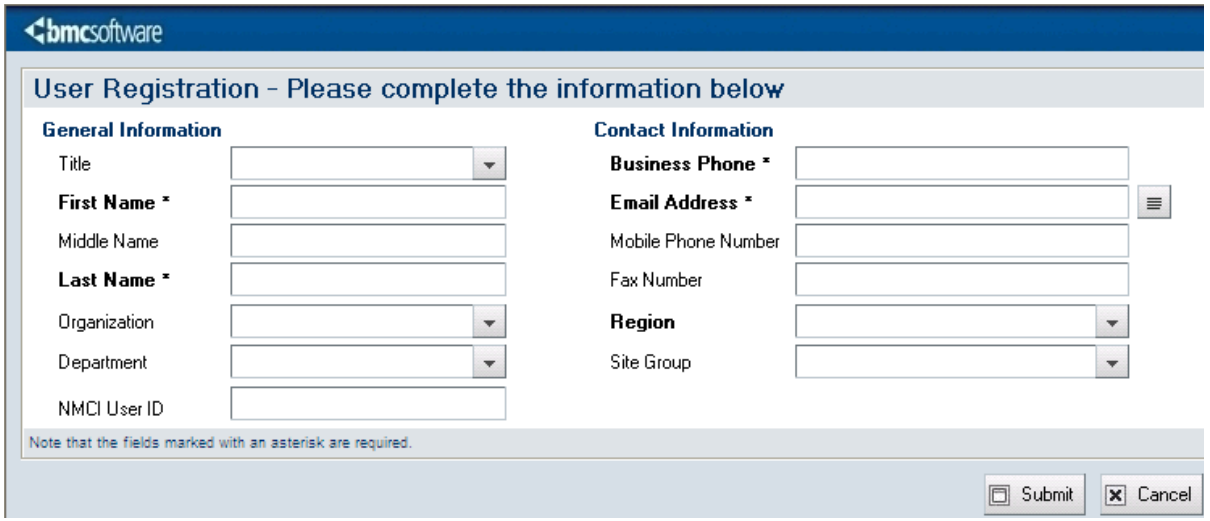
- Self Registration https://itsmweb.ndcsd.nmci.navy.mil/CNIC_Guest.htm

  - A customer may create their own profile before submitting a request
    - All **bold** fields are required
    - When finished Click “Submit”



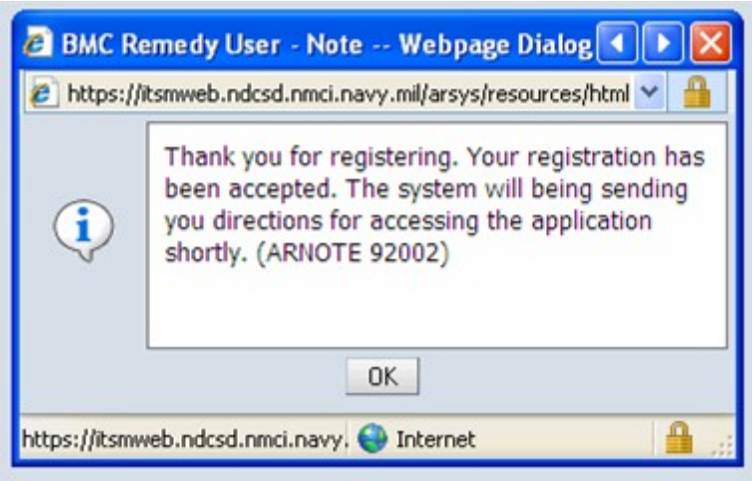
Accessing Remedy

- Registering Other Users
  - You may also use Self Registration to register a user other than yourself
  - This will enable you to submit a request on their behalf



Accessing Remedy

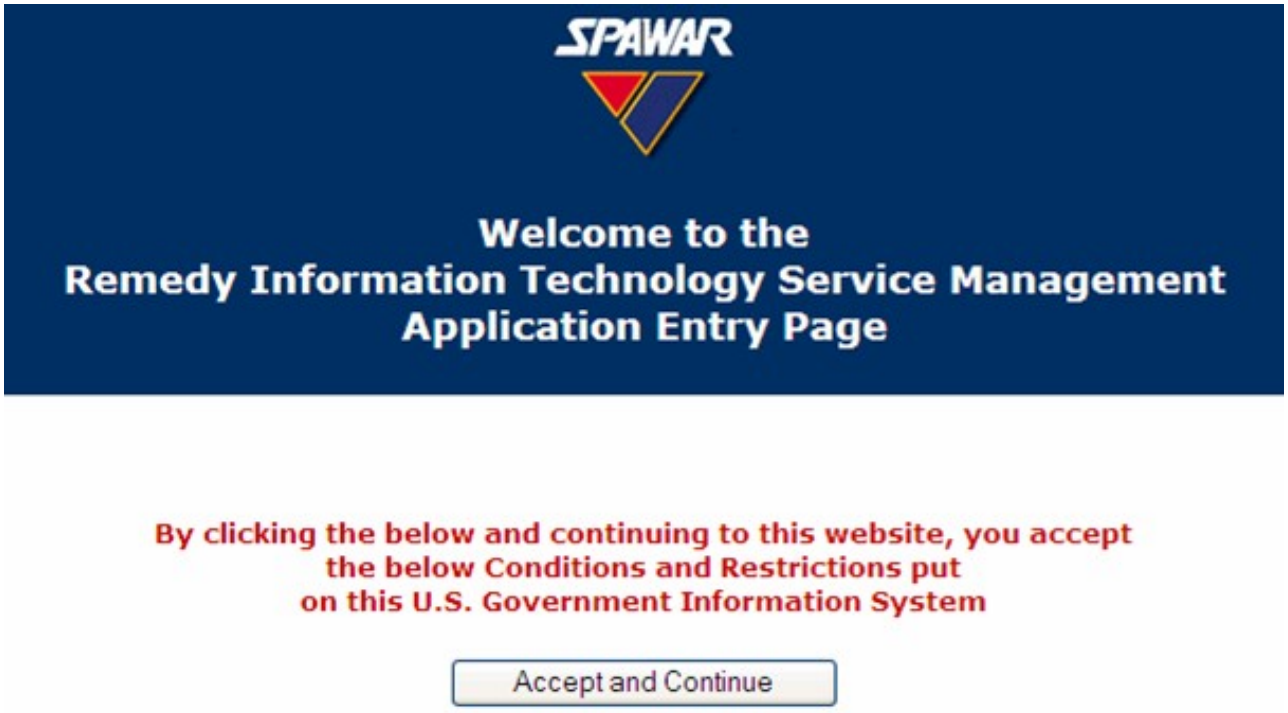
- A pop-up window similar to this may appear


BMC Remedy User - Note -- Webpage Dialog
https://itsmweb.ndcsd.nmci.navy.mil/arsys/resources/html
Thank you for registering. Your registration has been accepted. The system will being sending you directions for accessing the application shortly. (ARNOTE 92002)
OK
https://itsmweb.ndcsd.nmci.navy.
Internet

- A username and password will be sent via e-mail to the new user

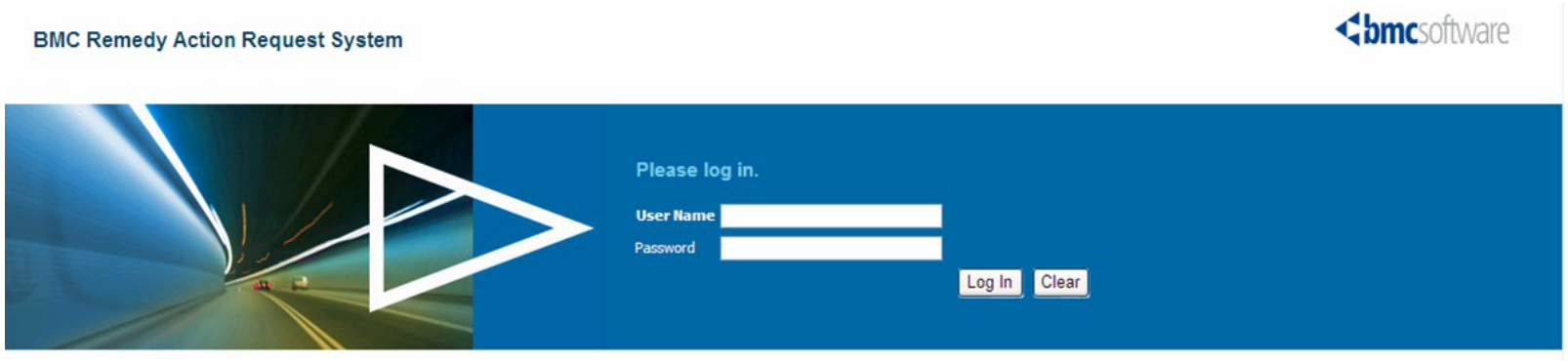
Accessing Remedy

- Logging In - https://itsmweb.ndcsd.navy.mil
  - Click “Accept and Continue”


SPAWAR
Welcome to the
Remedy Information Technology Service Management
Application Entry Page
By clicking the below and continuing to this website, you accept
the below Conditions and Restrictions put
on this U.S. Government Information System
Accept and Continue

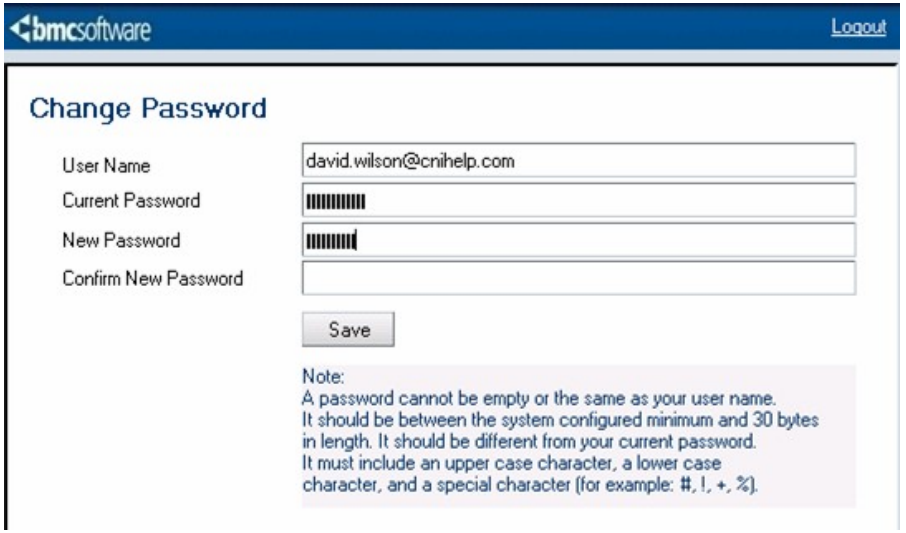
Accessing Remedy

- Username and Password
  - Enter Appropriate User Name and Password
    - Will be provided in email for users who have just registered
      - Allow at least 5 minutes for email to arrive
  - Click “Log In”



Accessing Remedy

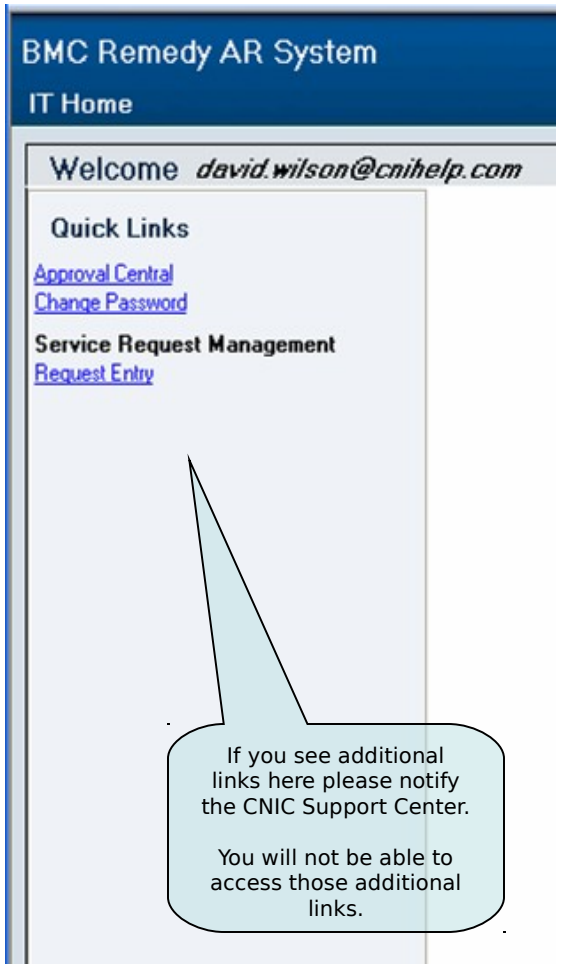
- At first login this pop-up will appear
- The password must be changed


bmcsoftware
Logout
Change Password
User Name
david.wilson@cnihelp.com
Current Password
New Password
Confirm New Password
Save
Note:
A password cannot be empty or the same as your user name.
It should be between the system configured minimum and 30 bytes in length. It should be different from your current password.
It must include an upper case character, a lower case character, and a special character (for example: #, !, +, %).

IT Home

IT Home

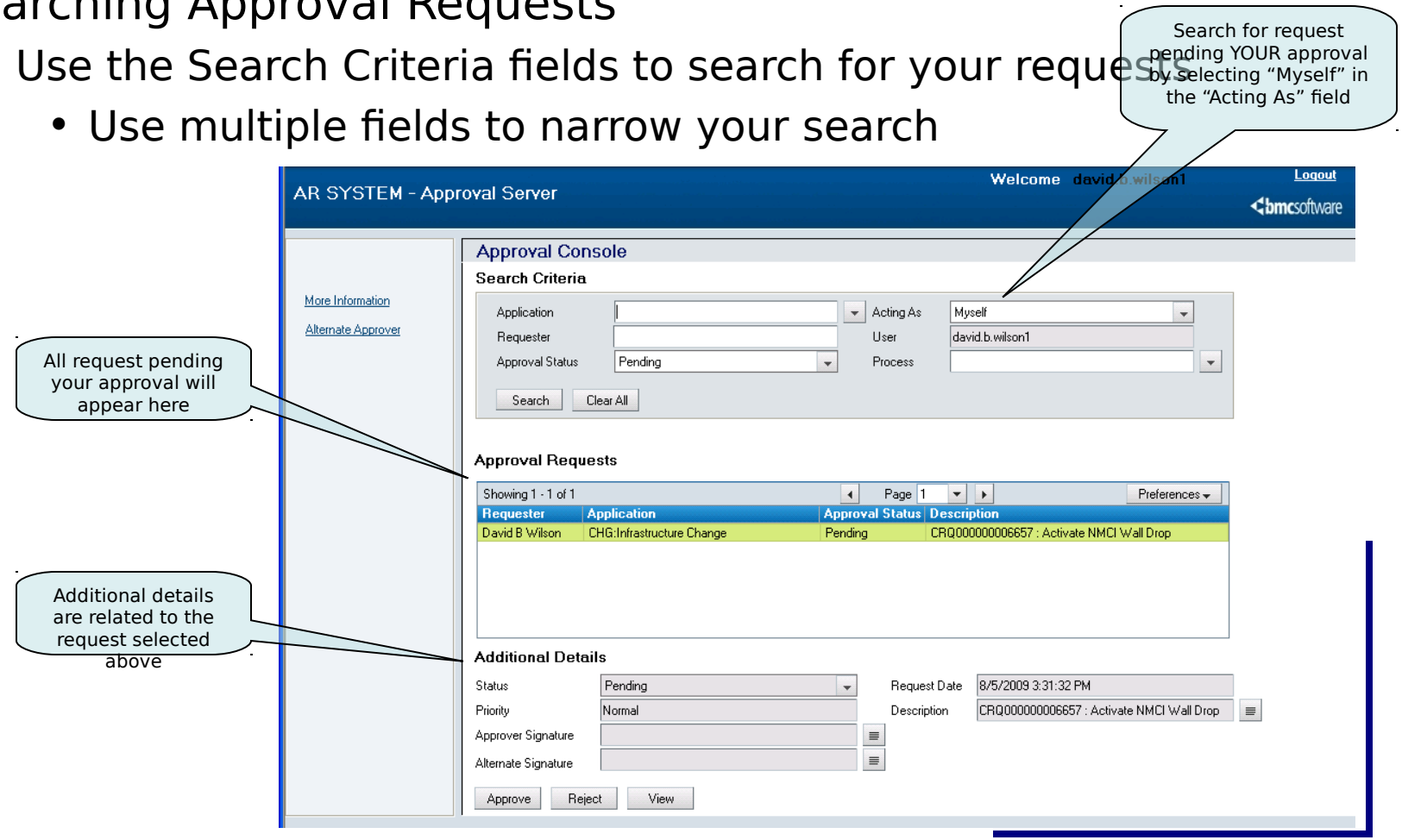
- Quick Links
  - Approval Console
    - Allows you to view requests that are pending your approval
  - Change Password
    - Allows you to change your own Remedy password
  - Service Request Management
    - Allows you to submit request to the CNIC Support Center


BMC Remedy AR System
IT Home
Welcome david.wilson@cnihelp.com
Quick Links
Approval Central
Change Password
Service Request Management
Request Entry
If you see additional links here please notify the CNIC Support Center.
You will not be able to access those additional links.

Approval Central

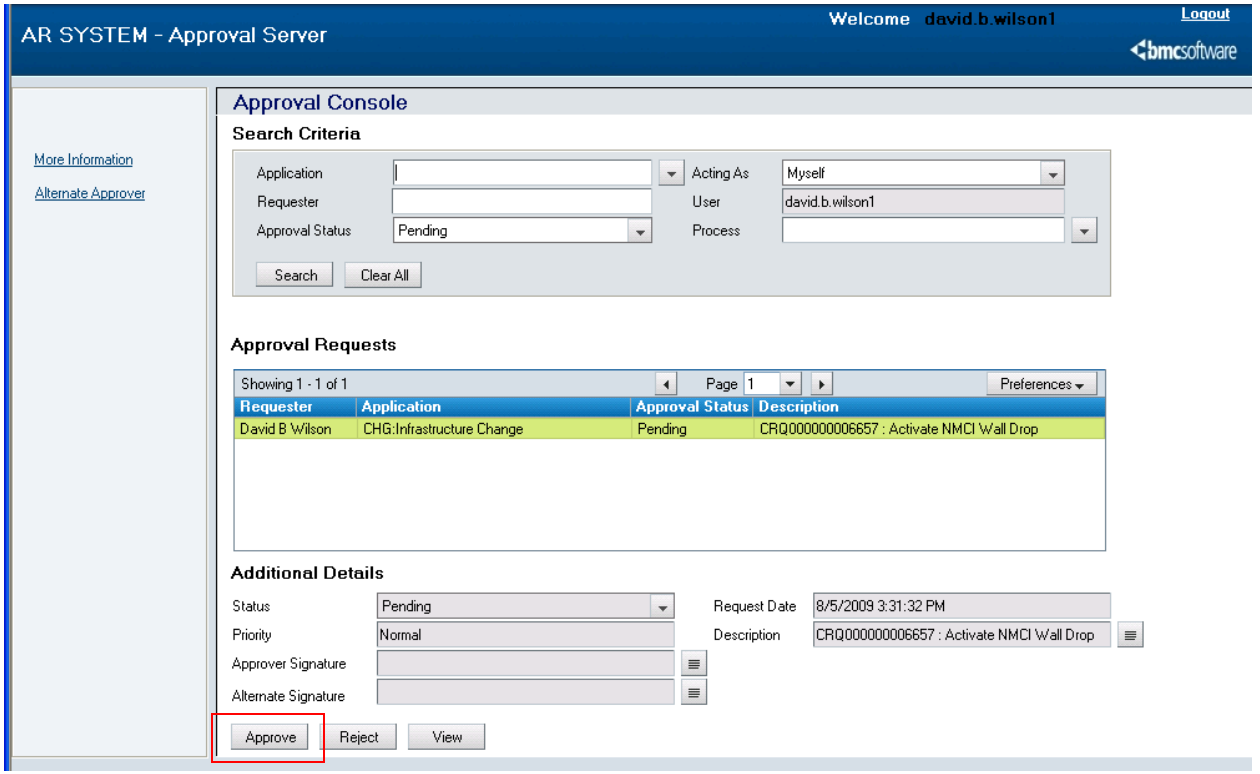
Approval Central

- Searching Approval Requests
  - Use the Search Criteria fields to search for your requests
    - Use multiple fields to narrow your search



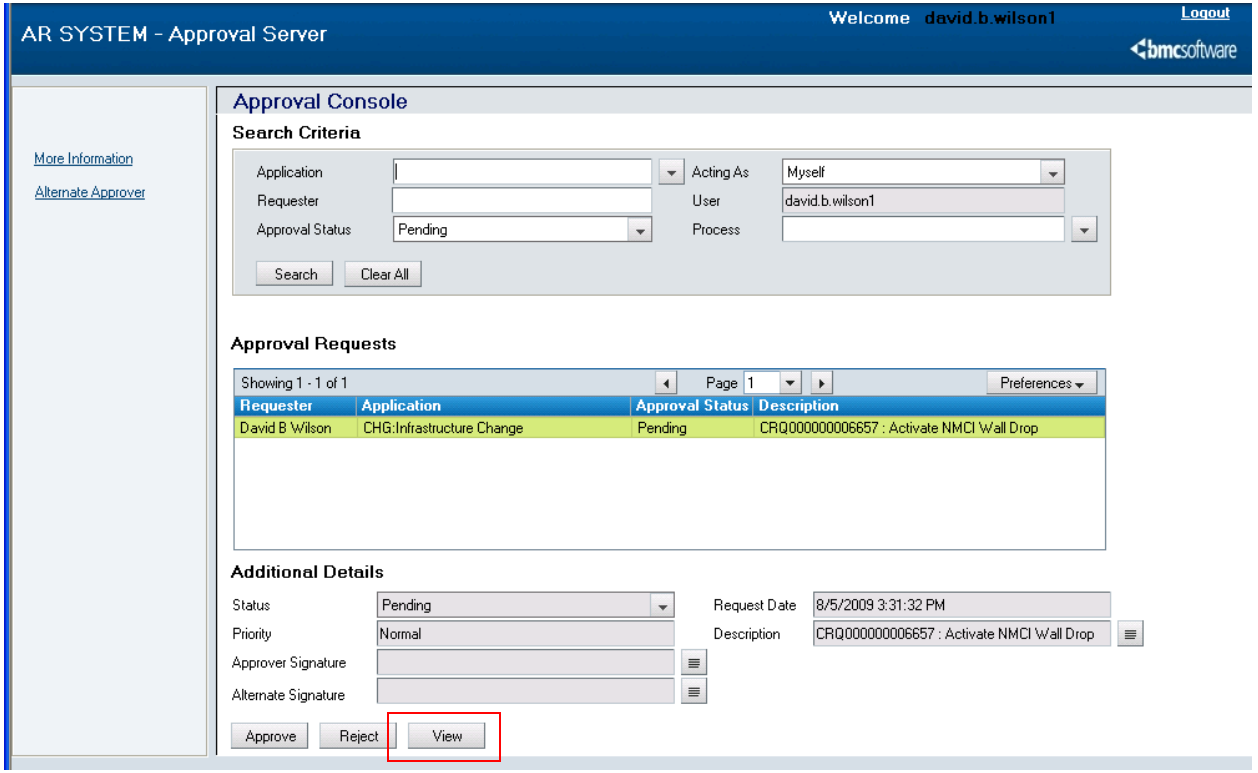
Approval Central

- Approving Approval Requests - Select the request you would like to approve and click “Approve”



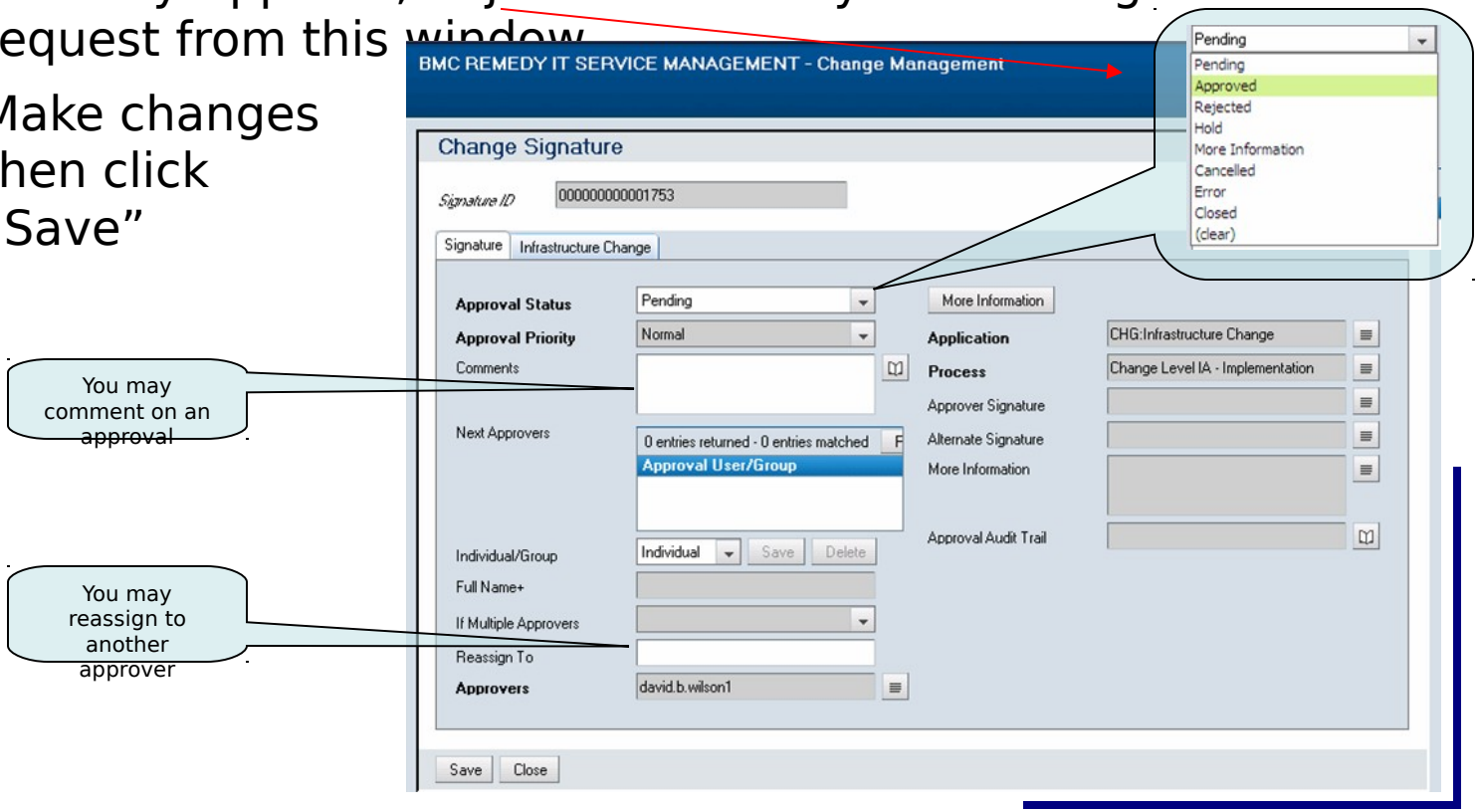
Approval Central

- Viewing Approval Requests - Select the request you would like to view and click “View”



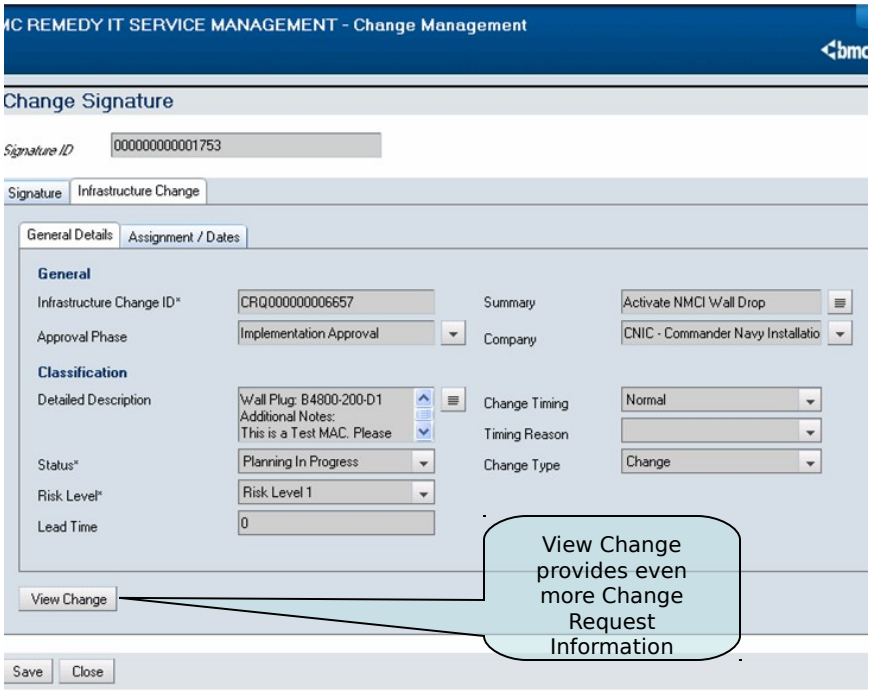
Approval Central

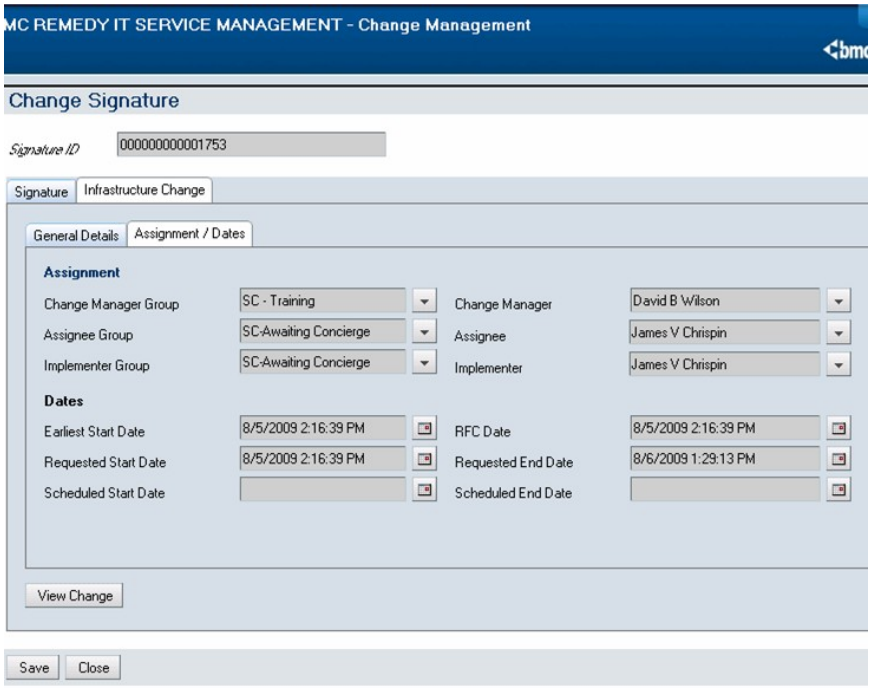
- Signature Tab
  - Allows you to view your Approval Signature information
  - You may Approve, Reject or do many other things to this request from this window
  - Make changes then click "Save"



Approval Central

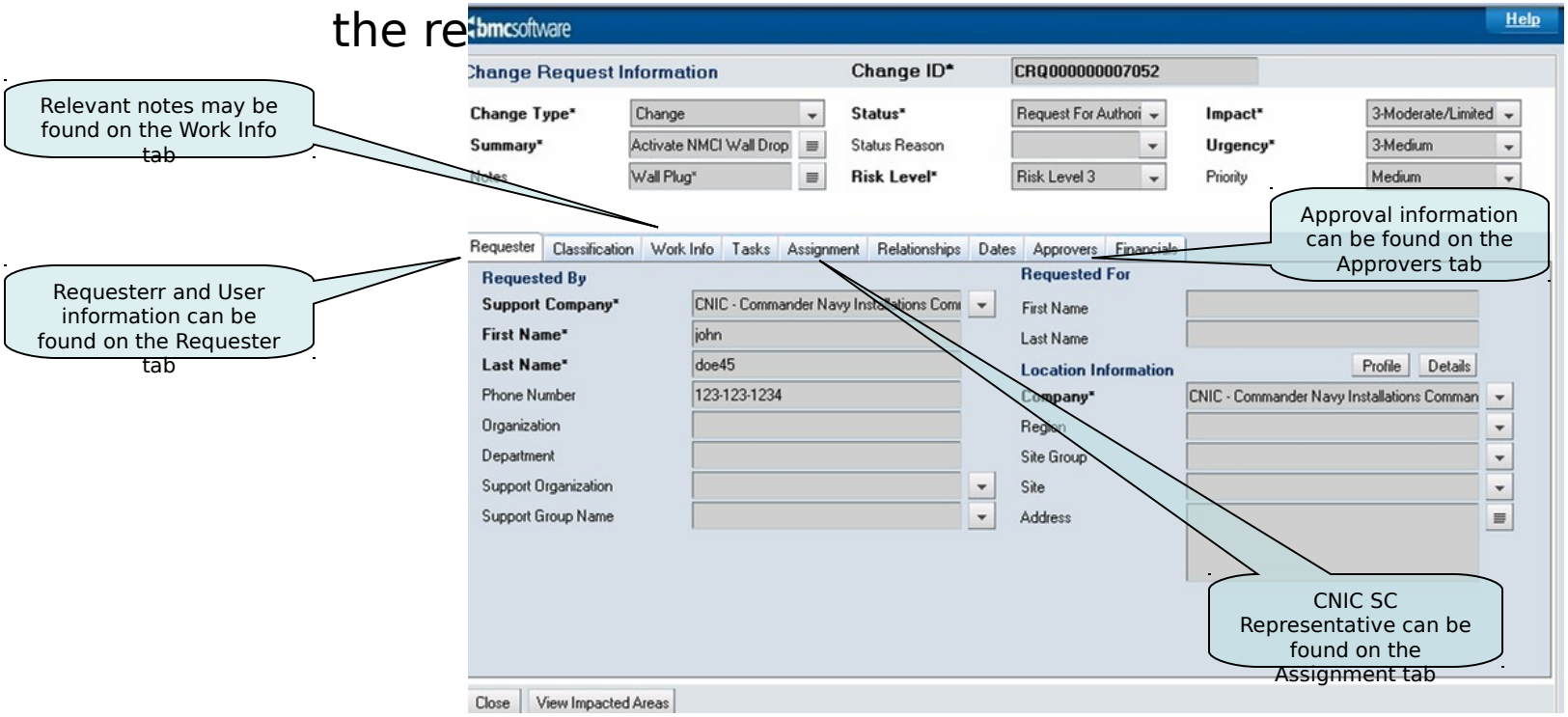
- Infrastructure Change Tab
  - Allows you to view more details about the Change Request
  - Has Two Tabs: General Details and Assignment/Dates





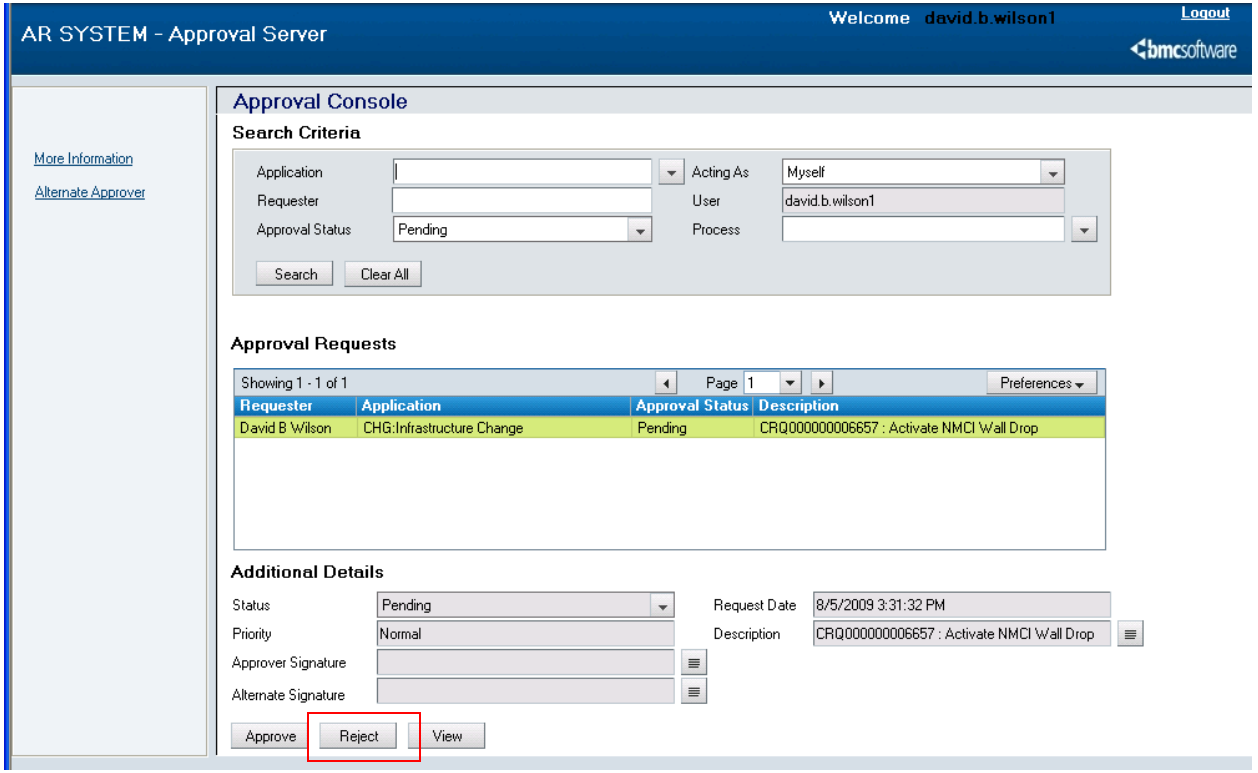
Approval Central

- View Change
  - » Tabs on this screen will provide more specific information about the request, including which CNIC Support Center representative is processing the re



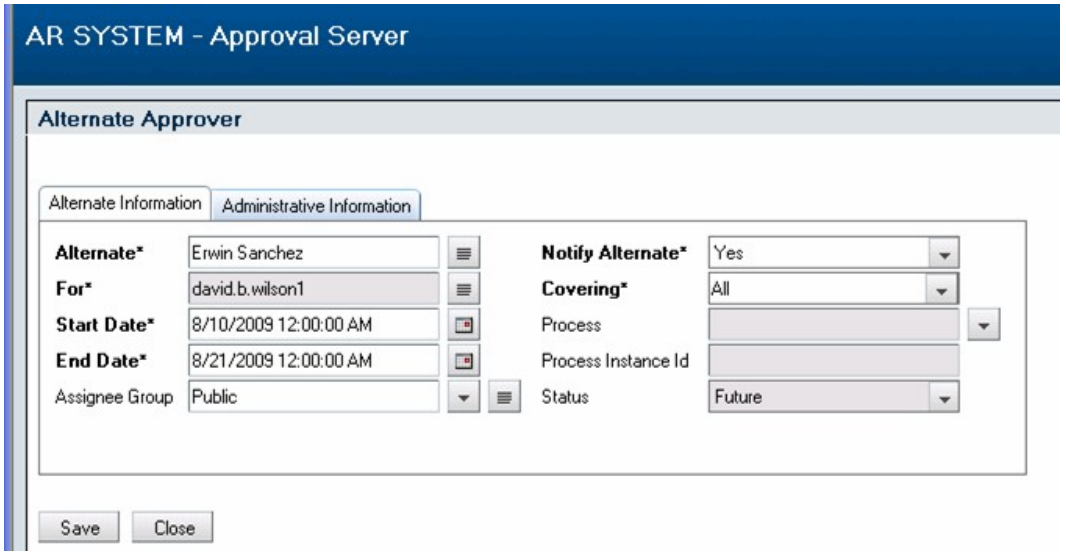
Approval Central

- Rejecting an Approval Request - Select the request you would like to reject and click “Reject”



Approval Central

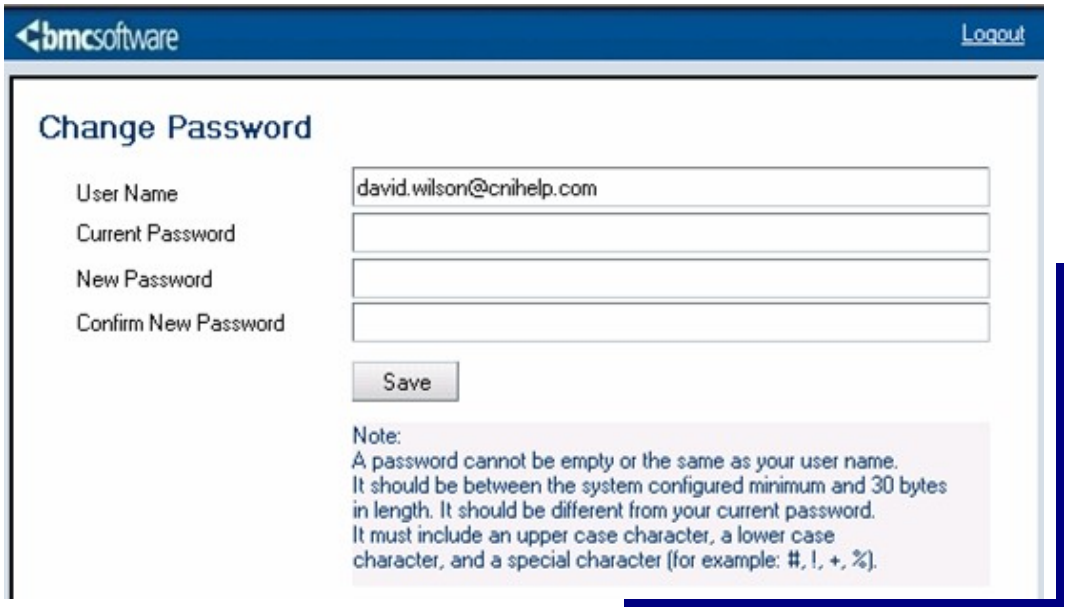
- Alternate Approver
  - Add Alternate Approver
    - Select who you would like to be the Alternate Approver
    - Select Date Range
    - Select Group(s) they will approve for
    - Select processes they are Covering, if covering specific requests
    - Click “Save”



Change Password

Change Password

- Change Password
  - You may change your own password by using the Change Password link on the IT Home page
    - Complete all fields and click Save


bmcsoftware
Logout
Change Password
User Name
david.wilson@cnihelp.com
Current Password
New Password
Confirm New Password
Save
Note:
A password cannot be empty or the same as your user name.
It should be between the system configured minimum and 30 bytes in length. It should be different from your current password.
It must include an upper case character, a lower case character, and a special character (for example: #, !, +, %).

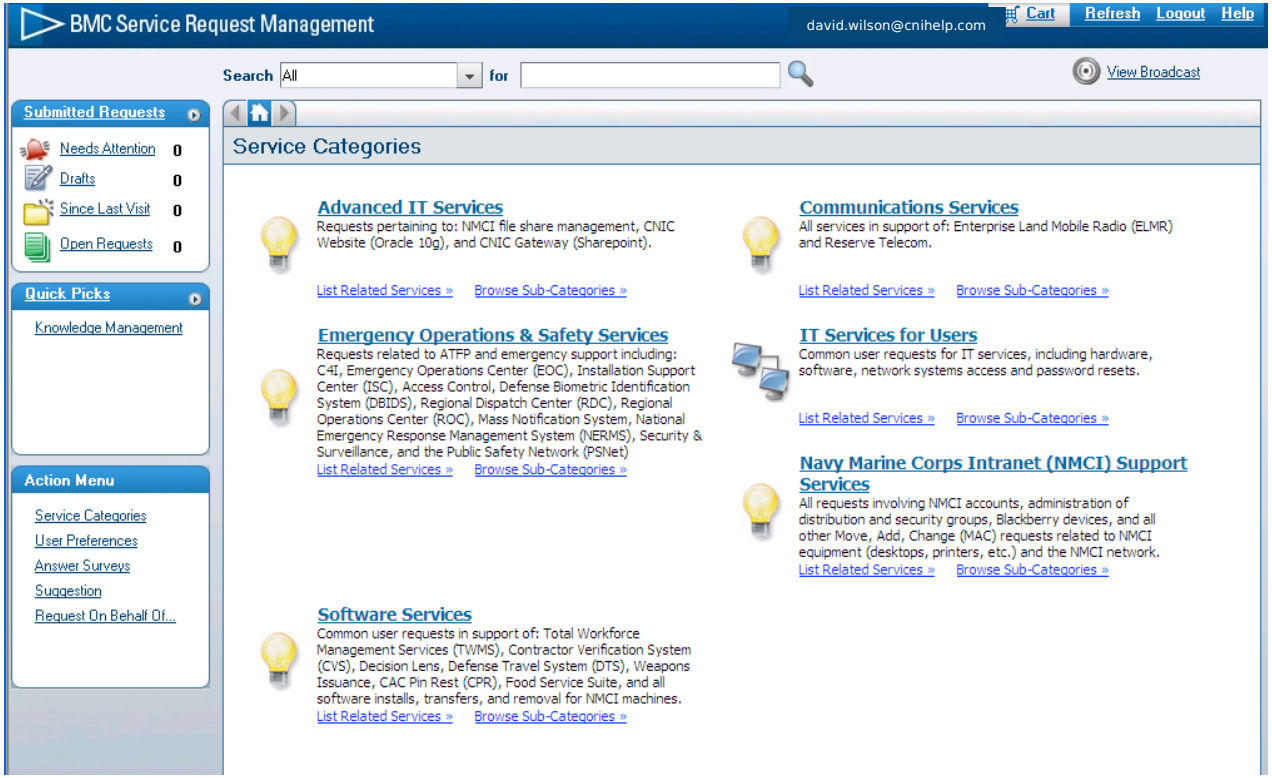
Service Request Management

Service Request Management

- Introduction to Service Request Management
  - Requests can be submitted via the Service Request Management console by either an end user or a CNIC Support Center Representative

Service Request Management

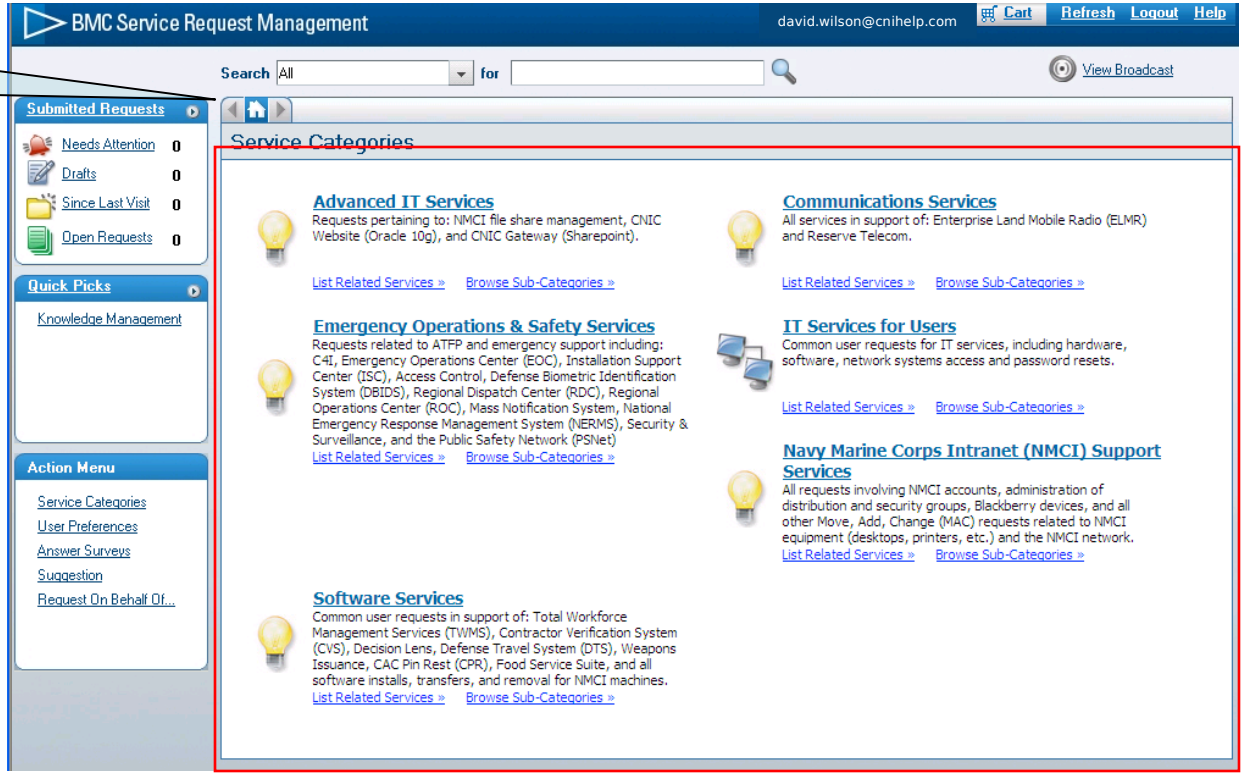
- SRM Console
  - Will be utilized by End Users as well as CNICSC Representatives


BMC Service Request Management
david.wilson@cnihelp.com
Cart
Refresh
Logout
Help
Search
All
for
View Broadcast
Submitted Requests
Needs Attention 0
Drafts 0
Since Last Visit 0
Open Requests 0
Quick Picks
Knowledge Management
Action Menu
Service Categories
User Preferences
Answer Surveys
Suggestion
Request On Behalf Of...
Service Categories
Advanced IT Services
Requests pertaining to: NMCI file share management, CNIC Website (Oracle 10g), and CNIC Gateway (Sharepoint).
List Related Services »
Browse Sub-Categories »
Communications Services
All services in support of: Enterprise Land Mobile Radio (ELMR) and Reserve Telecom.
List Related Services »
Browse Sub-Categories »
Emergency Operations & Safety Services
Requests related to ATFP and emergency support including: C4I, Emergency Operations Center (EOC), Installation Support Center (ISC), Access Control, Defense Biometric Identification System (DBIDS), Regional Dispatch Center (RDC), Regional Operations Center (ROC), Mass Notification System, National Emergency Response Management System (NERMS), Security & Surveillance, and the Public Safety Network (PSNet)
List Related Services »
Browse Sub-Categories »
IT Services for Users
Common user requests for IT services, including hardware, software, network systems access and password resets.
List Related Services »
Browse Sub-Categories »
Navy Marine Corps Intranet (NMCI) Support Services
All requests involving NMCI accounts, administration of distribution and security groups, Blackberry devices, and all other Move, Add, Change (MAC) requests related to NMCI equipment (desktops, printers, etc.) and the NMCI network.
List Related Services »
Browse Sub-Categories »
Software Services
Common user requests in support of: Total Workforce Management Services (TWMS), Contractor Verification System (CVS), Decision Lens, Defense Travel System (DTS), Weapons Issuance, CAC Pin Rest (CPR), Food Service Suite, and all software installs, transfers, and removal for NMCI machines.
List Related Services »
Browse Sub-Categories »

Service Request Management

- Service Categories – Contains links for customers that will direct users to Request Entry forms

While in SRM use this navigation tool to move back and forward and to the home page


BMC Service Request Management
david.wilson@cnihelp.com
Cart
Refresh
Logout
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Search All for
View Broadcast
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Needs Attention 0
Drafts 0
Since Last Visit 0
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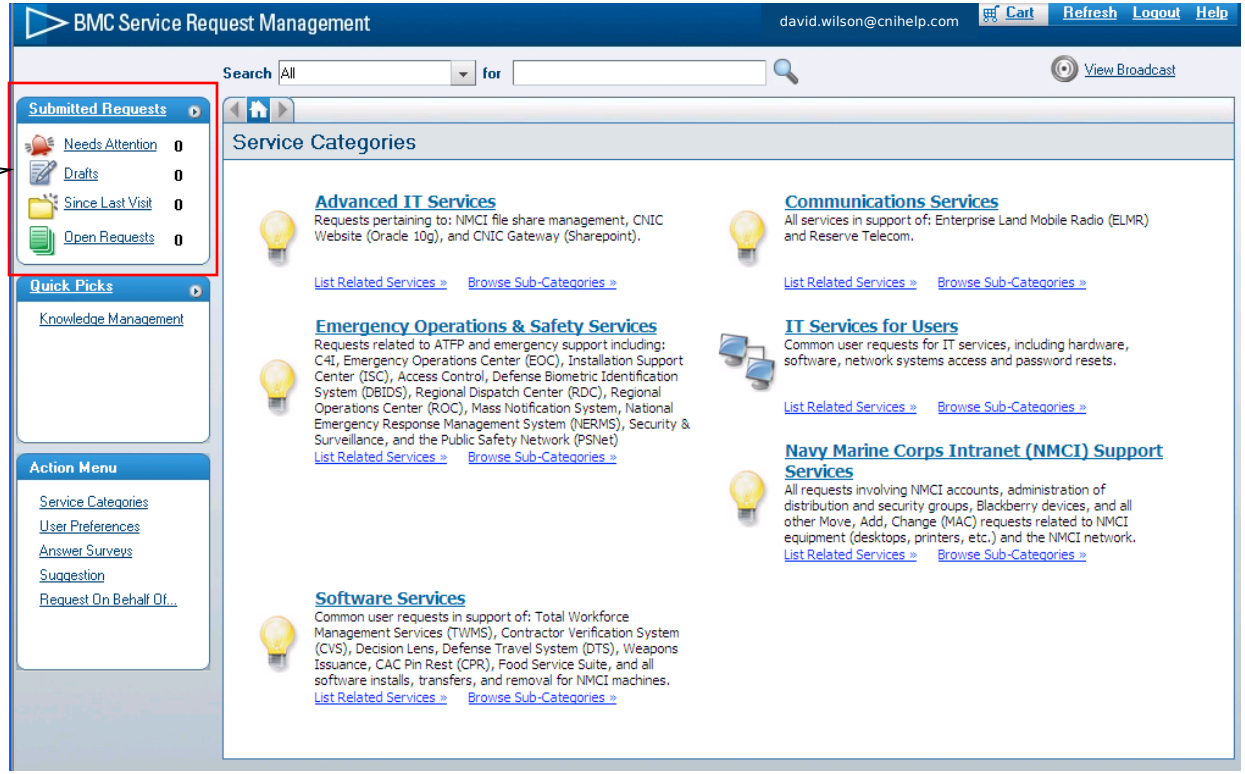
Service Request Management

- Submitted Requests – allows users to view alerts, drafts, updates and open requests

Important Note:

Requests in Draft have not been submitted and will not be processed by the CNIC Support Center until submitted.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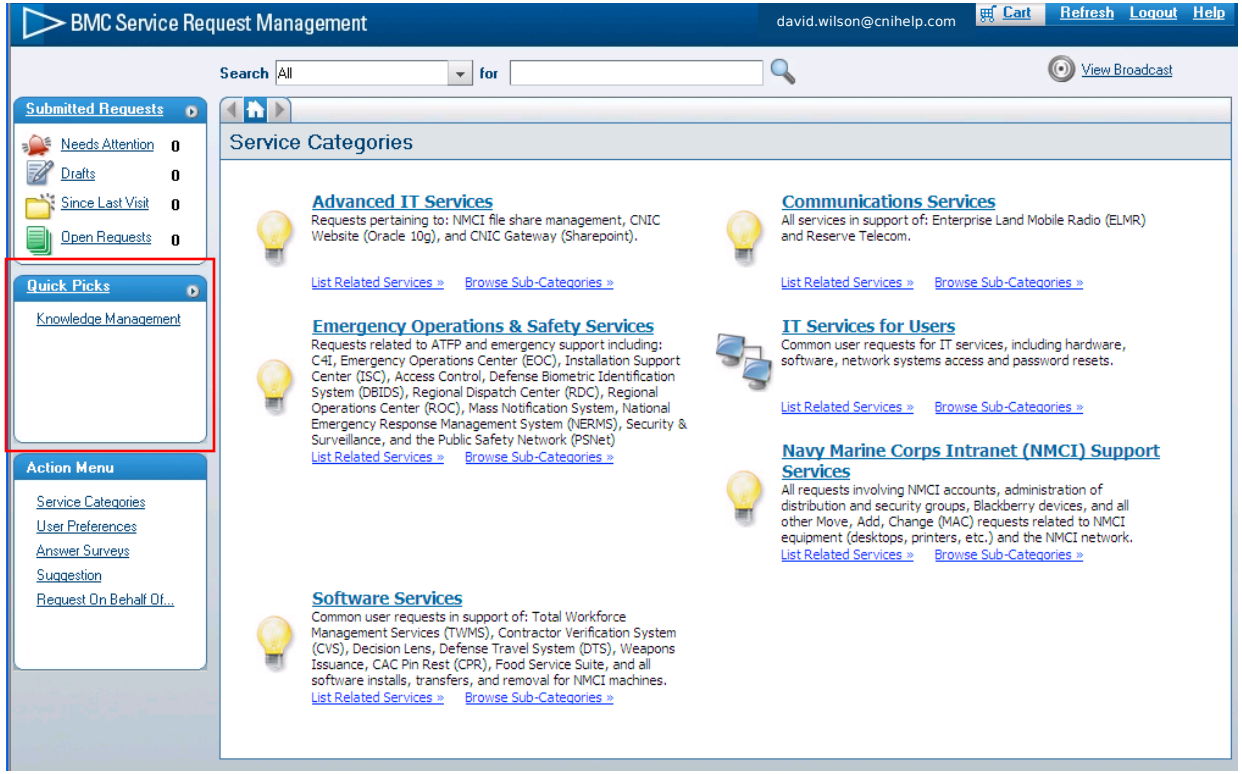
Service Request Management

- Quick Picks – provides helpful links for users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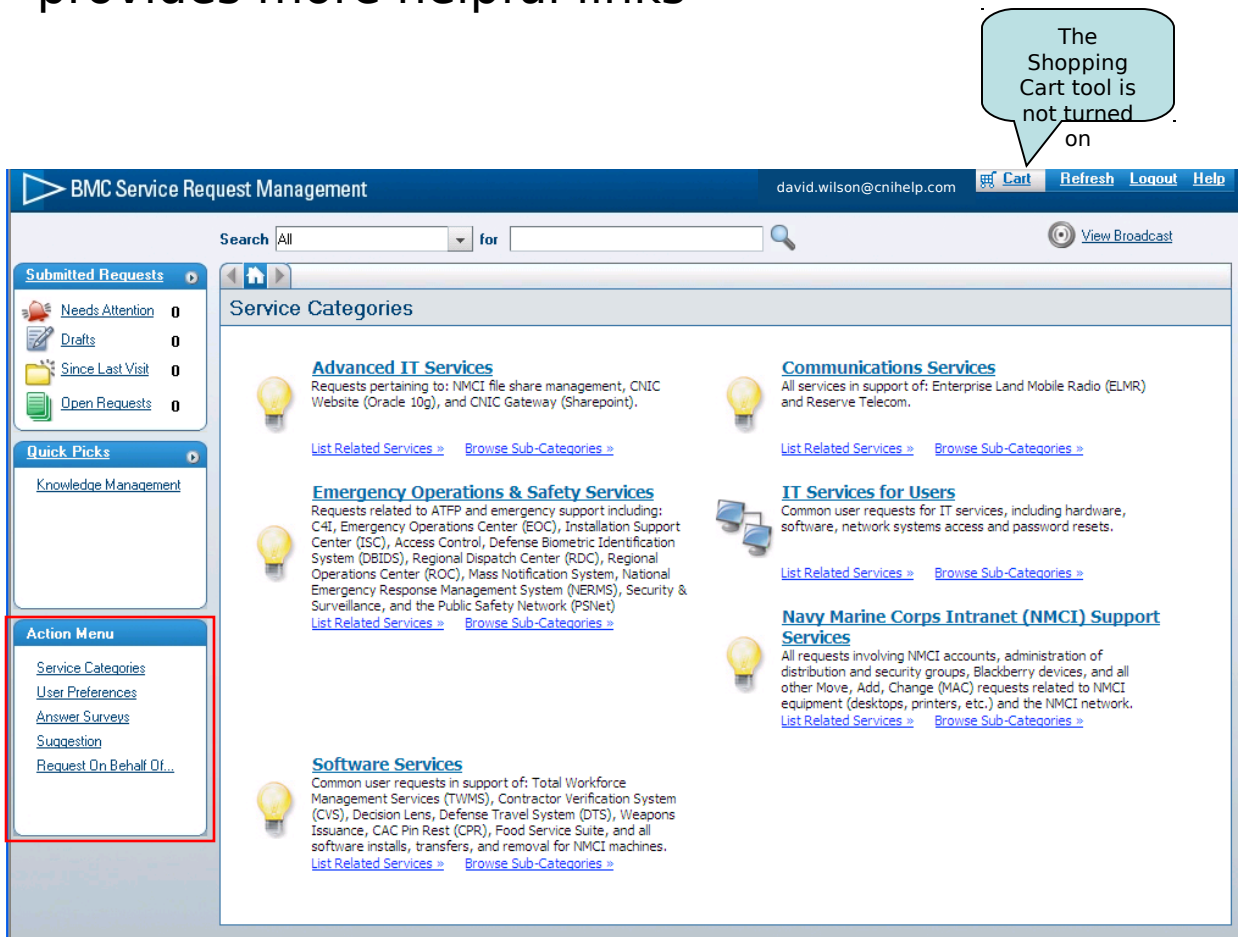
Service Request Management

- Action Menu – provides more helpful links


The Shopping Cart tool is not turned on
BMC Service Request Management
david.wilson@cnihelp.com
Cart
Refresh
Logout
Help
Search
All
for
View Broadcast
Submitted Requests
Needs Attention 0
Drafts 0
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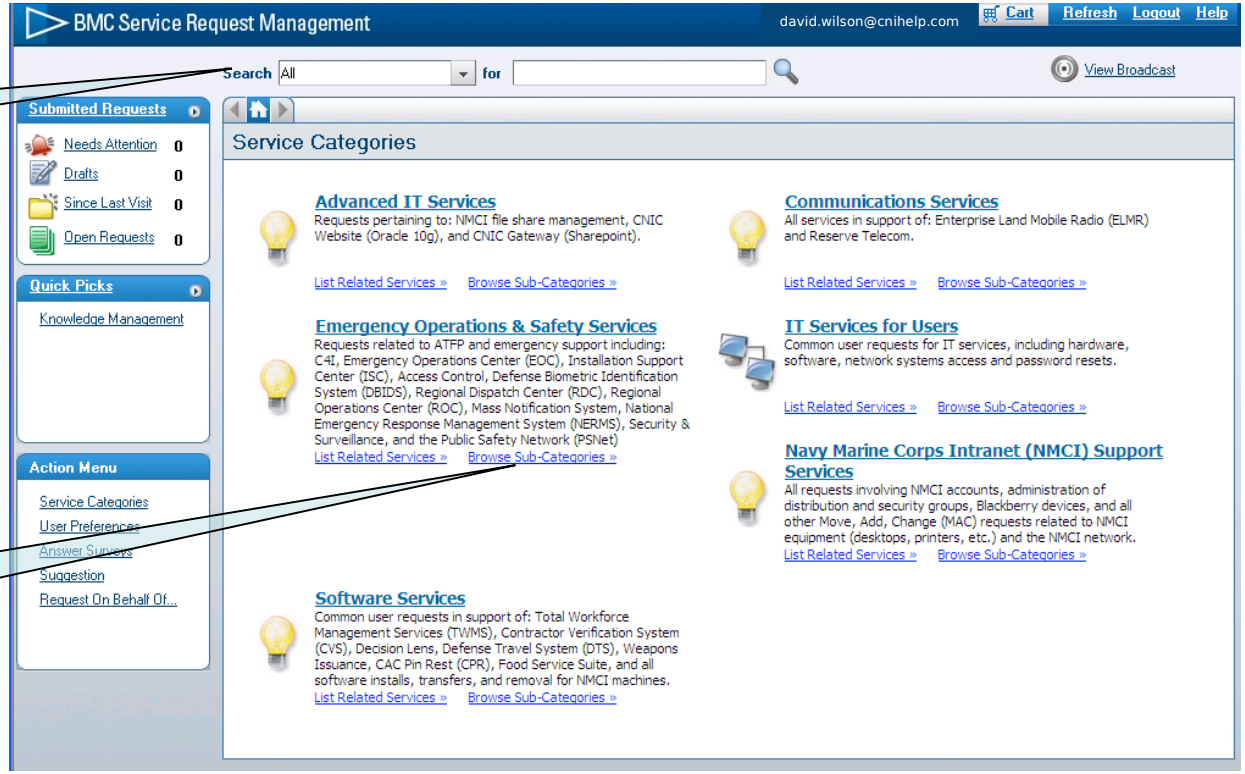
Browse Sub-Categories »

Service Request Management

- Creating Requests – Utilize the links provided on the SRM homepage to locate the type of request you would like to submit

Narrow your search by using the search tool
Click Here to View Example

Narrow your search by clicking Browse Sub-Categories
Click Here to View Example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david.wilson@cnihelp.com
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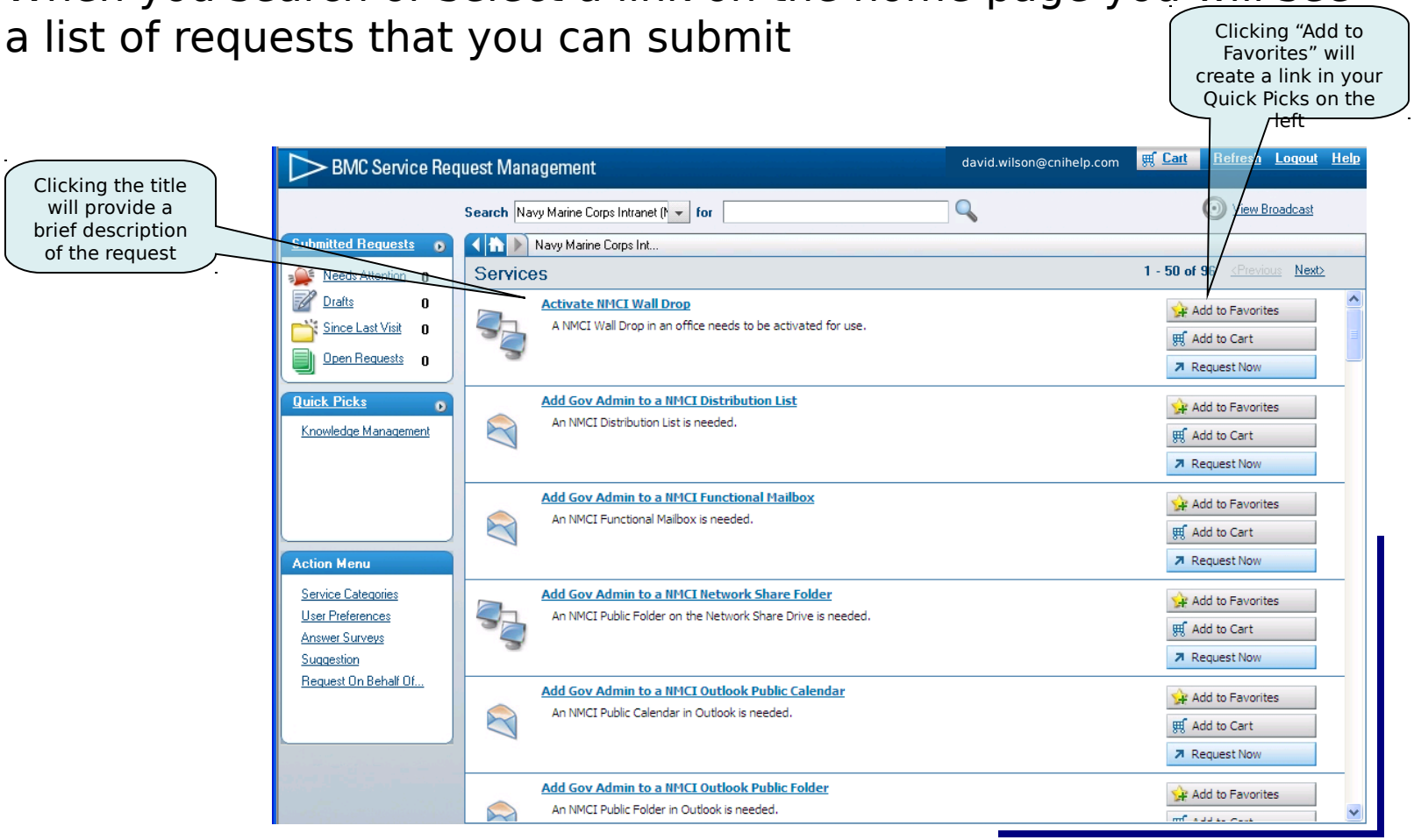
All requests involving NMCI accounts, administration of distribution and security groups, Blackberry devices, and all other Move, Add, Change (MAC) requests related to NMCI equipment (desktops, printers, etc.) and the NMCI network.
List Related Services »
Browse Sub-Categories »
Software Services
Common user requests in support of: Total Workforce Management Services (TWMS), Contractor Verification System (CVS), Decision Lens, Defense Travel System (DTS), Weapons Issuance, CAC Pin Rest (CPR), Food Service Suite, and all software installs, transfers, and removal for NMCI machines.
List Related Services »
Browse Sub-Categories »

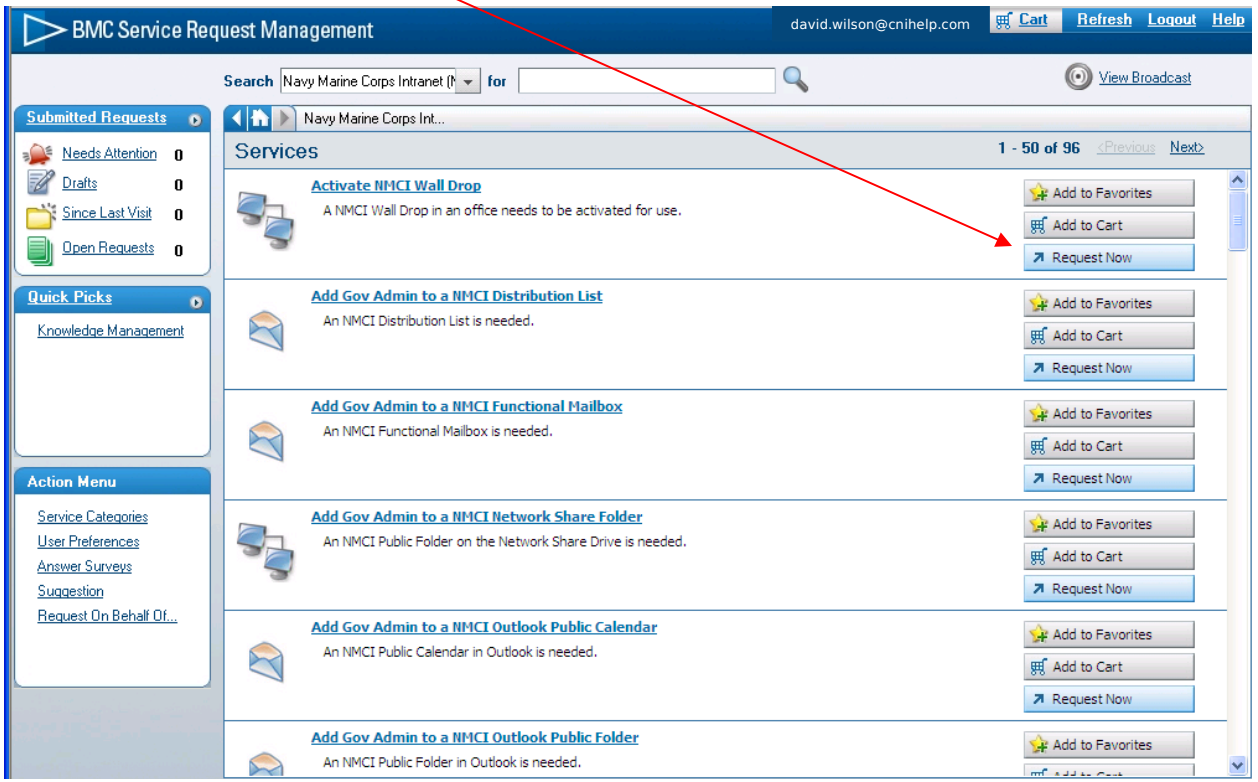
Service Request Management

- When you search or select a link on the home page you will see a list of requests that you can submit


Clicking “Add to Favorites” will create a link in your Quick Picks on the left
Clicking the title will provide a brief description of the request
BMC Service Request Management
david.wilson@cnihelp.com
Cart
Refresh
Logout
Help
Search
Navy Marine Corps Intranet
for
View Broadcast
Submitted Requests
Needs Attention 0
Drafts 0
Since Last Visit 0
Open Requests 0
Quick Picks
Knowledge Management
Action Menu
Service Categories
User Preferences
Answer Surveys
Suggestion
Request On Behalf Of...
Navy Marine Corps Int...
Services
1 - 50 of 9
Previous
Next
Activate NMCI Wall Drop
A NMCI Wall Drop in an office needs to be activated for use.
Add to Favorites
Add to Cart
Request Now
Add Gov Admin to a NMCI Distribution List
An NMCI Distribution List is needed.
Add Gov Admin to a NMCI Functional Mailbox
An NMCI Functional Mailbox is needed.
Add Gov Admin to a NMCI Network Share Folder
An NMCI Public Folder on the Network Share Drive is needed.
Add Gov Admin to a NMCI Outlook Public Calendar
An NMCI Public Calendar in Outlook is needed.
Add Gov Admin to a NMCI Outlook Public Folder
An NMCI Public Folder in Outlook is needed.

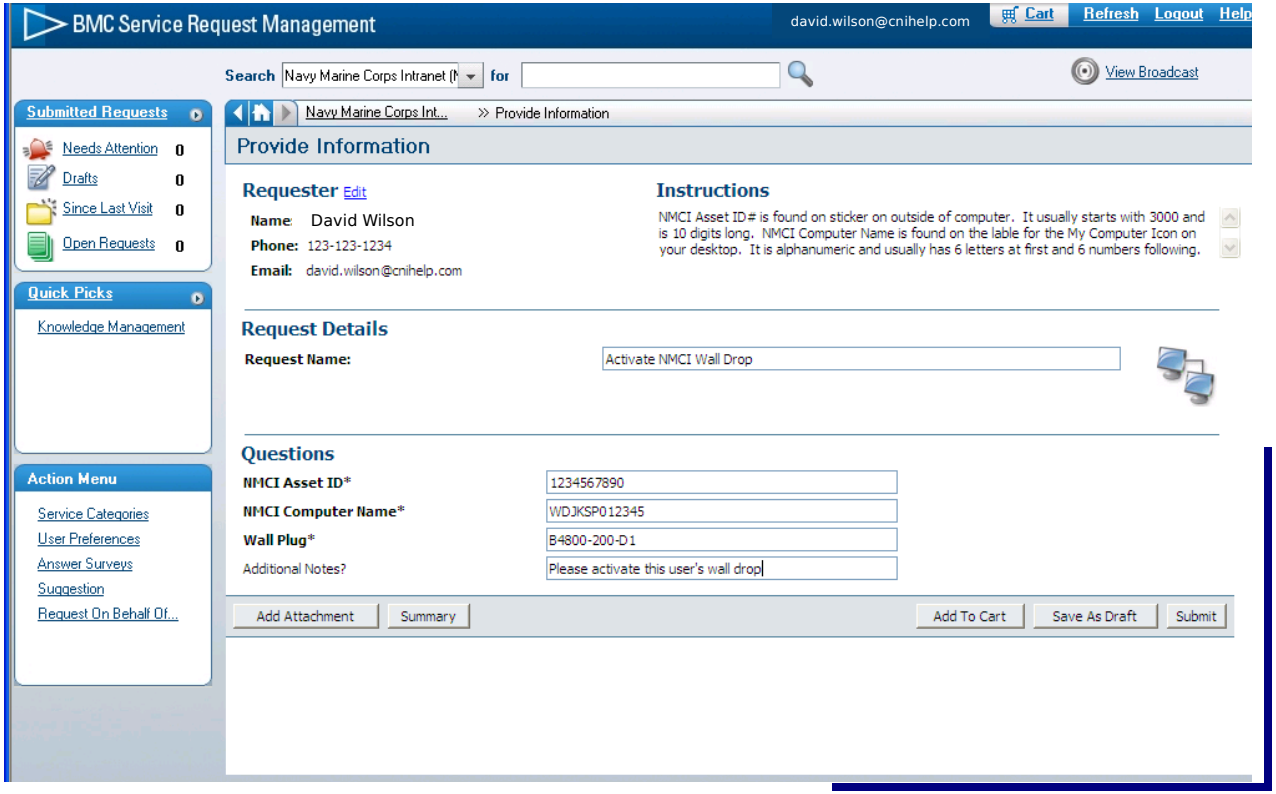
Service Request Management

- Click “Request Now” to begin your request



Service Request Management

- Request Entry Form
  - The form will contain fields related to the type request being submitted – All bold fields are required



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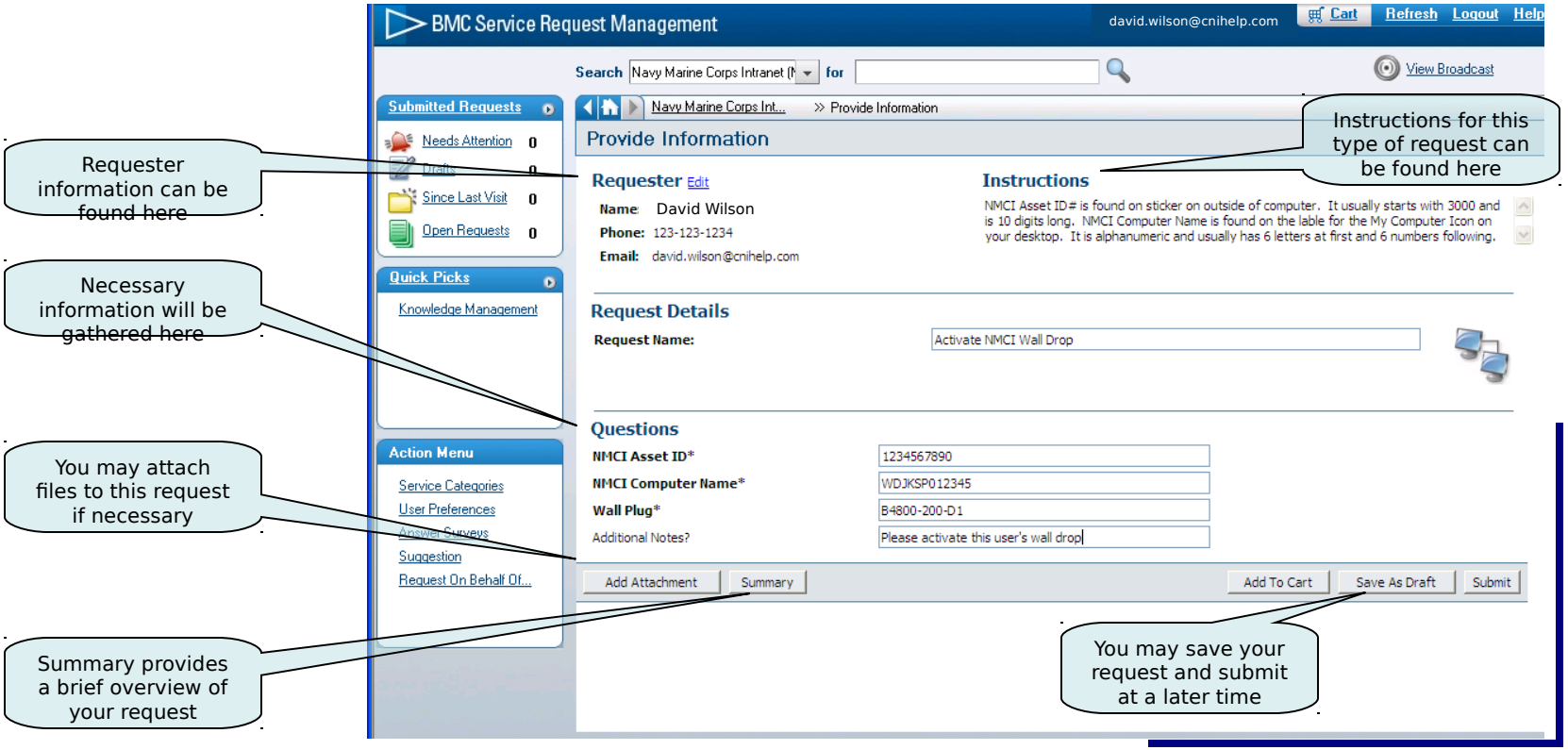
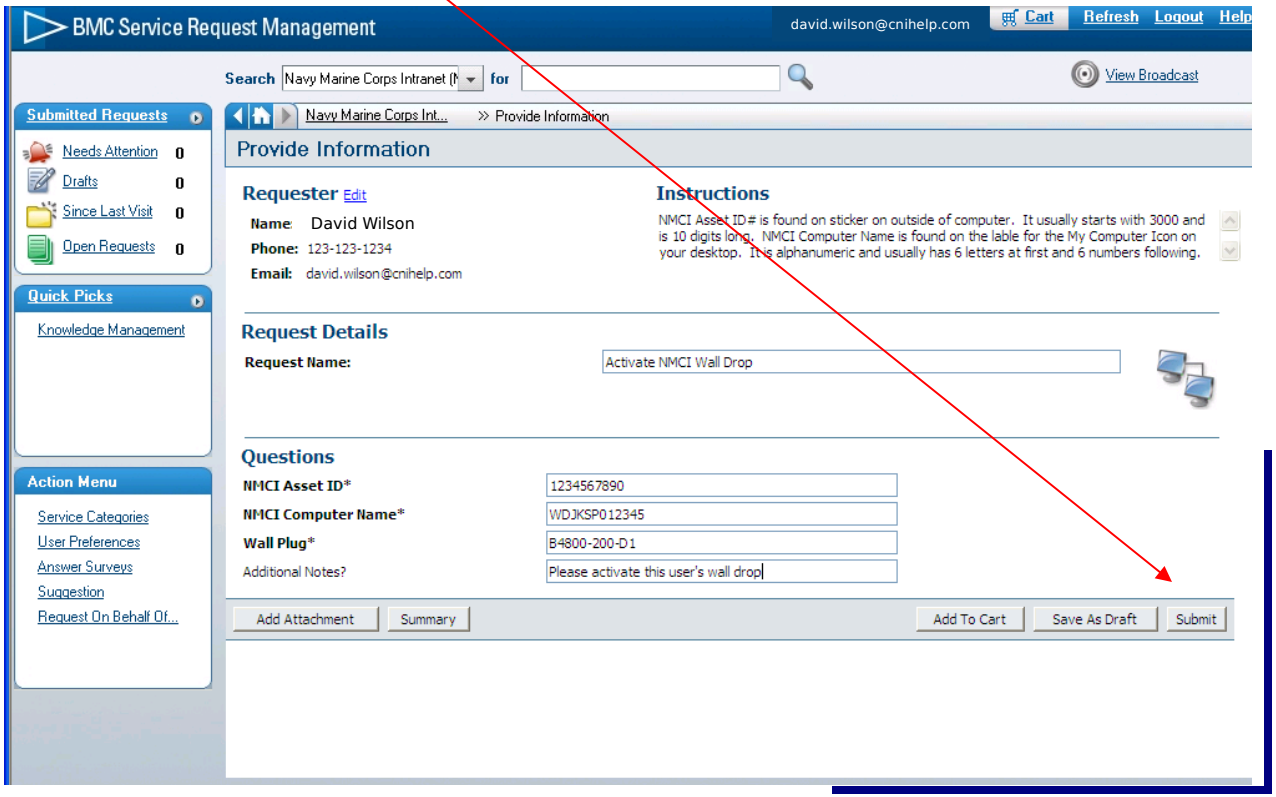


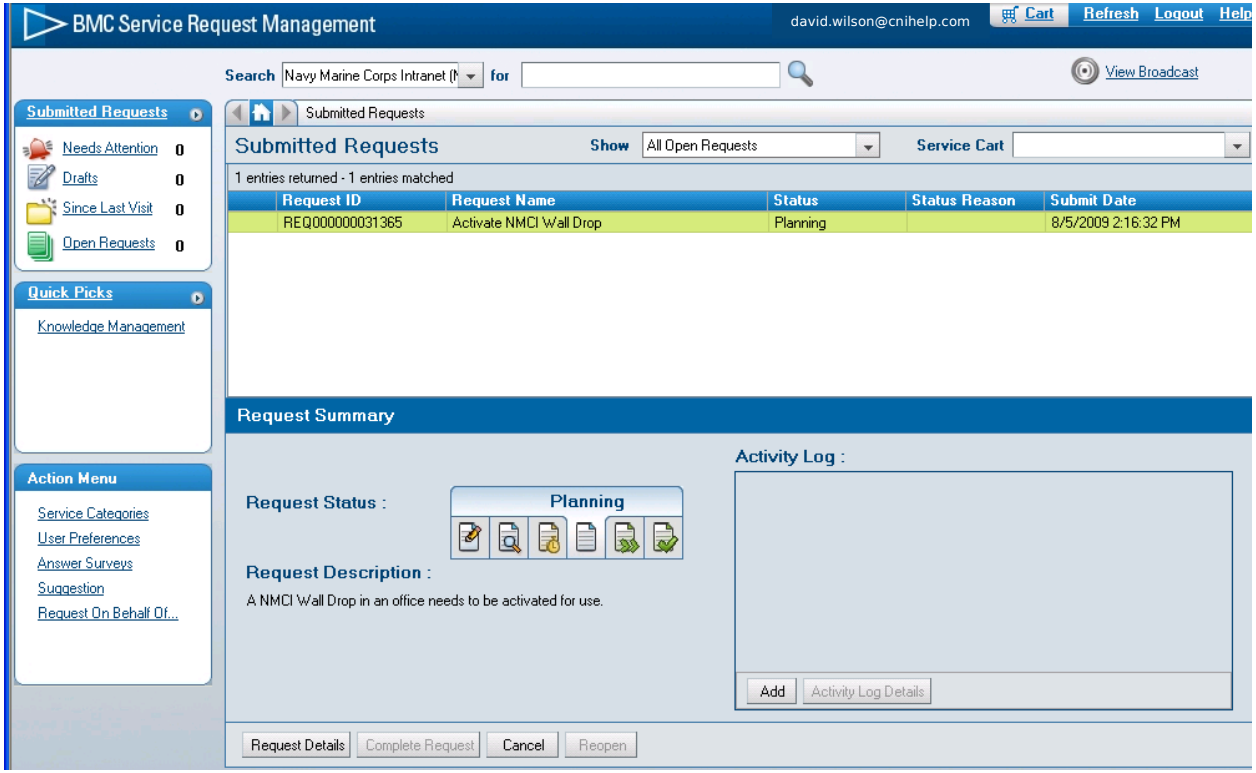
Service Request Management

- When finished click “Submit”

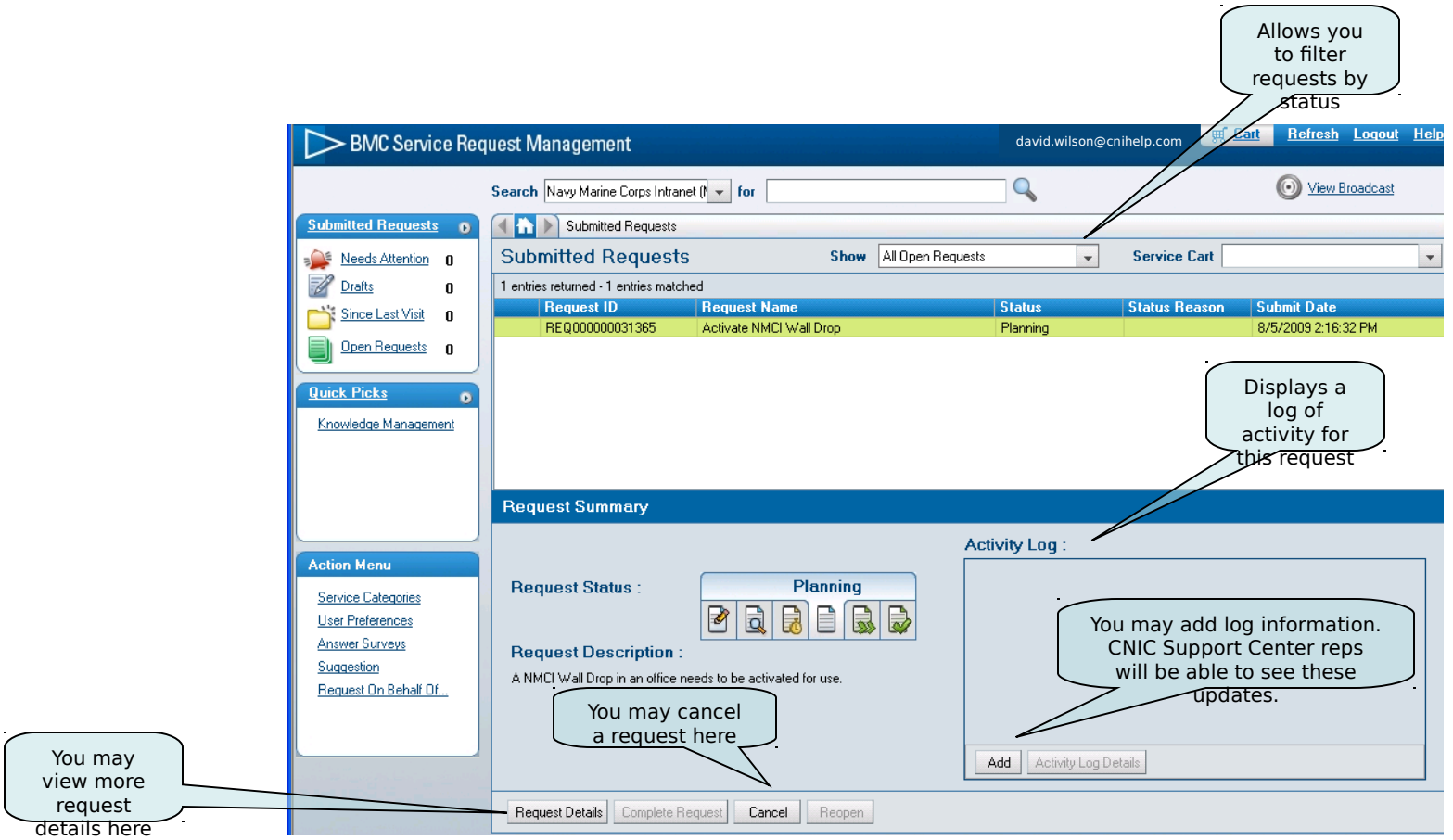


Service Request Management

- Viewing Submitted Requests
  - Submitted Requests – allows you to view requests you have submitted



Service Request Management



Service Request Management

Important Note:

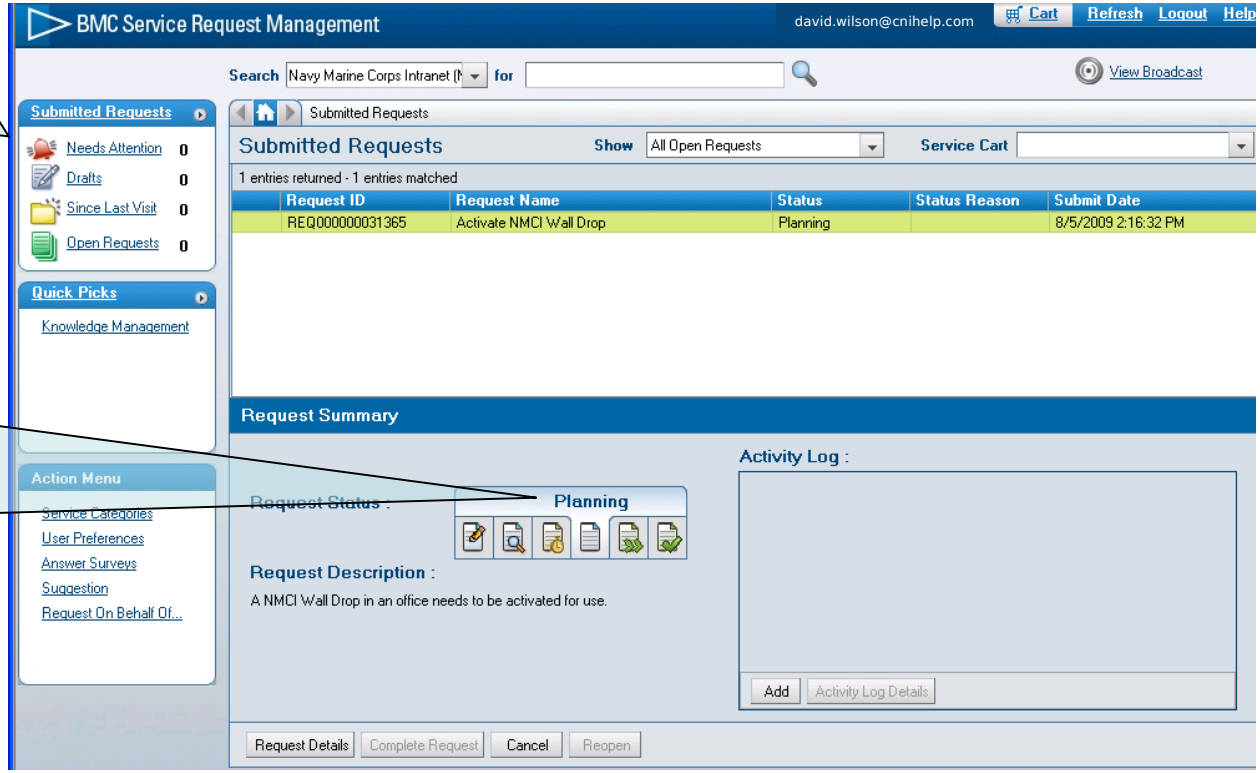
Needs Attention may mean that some action is needed from you or the end user.

View the **Activity Log** for that request to determine what action is needed.

Important Note:

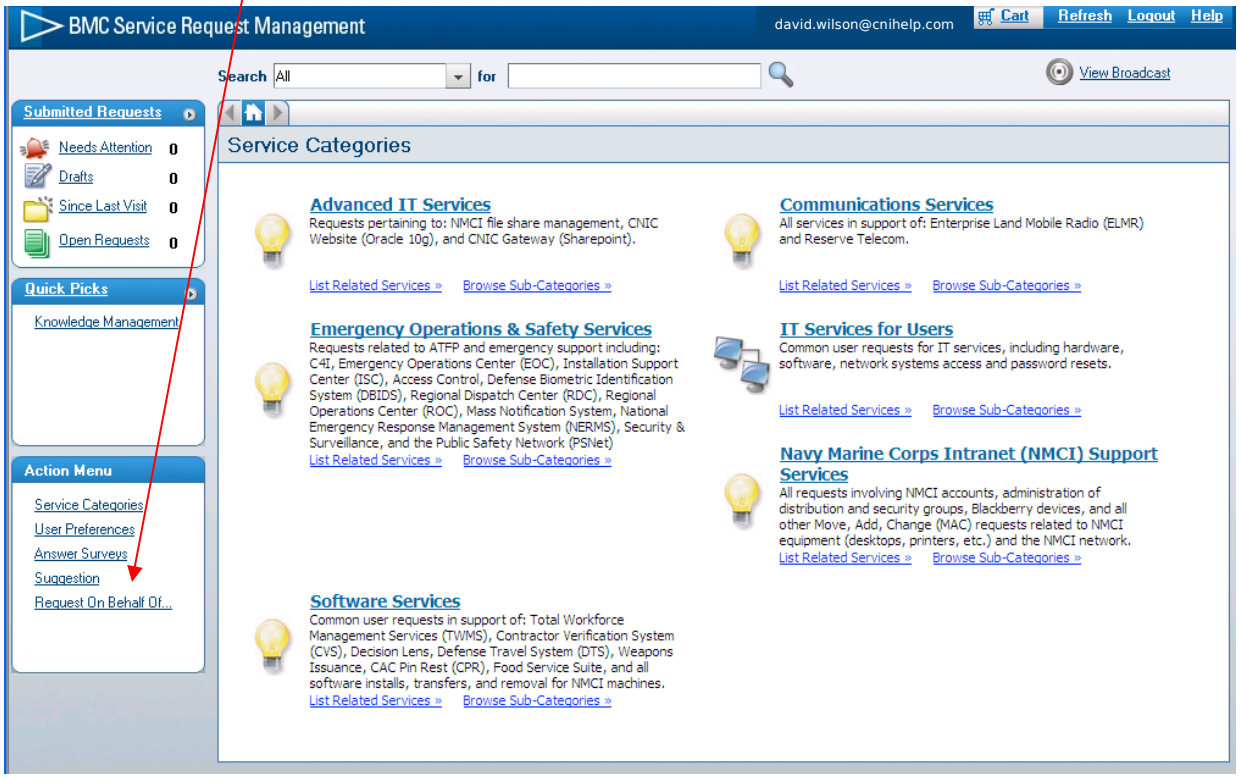
After submitting a request it will remain in the **Planning** status until moved to Completed status by the CNIC Support Center.

The CNIC Support Center does not move requests into **Completed** status until we have verified the request has been completed to the customer's satisfaction.



Service Request Management

- Request on Behalf Of
  - Users may submit a request on behalf of another use
  - To do this click “Request on Behalf Of”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Quick Picks
Knowledge Management
Action Menu
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User Preferences
Answer Surveys
Suggestion
Request On Behalf Of...
Service Categories
Advanced IT Services
Requests pertaining to: NMCI file share management, CNIC Website (Oracle 10g), and CNIC Gateway (Sharepoint).
List Related Services »
Browse Sub-Categories »
Communications Services
All services in support of: Enterprise Land Mobile Radio (ELMR) and Reserve Telecom.
List Related Services »
Browse Sub-Categories »
Emergency Operations & Safety Services
Requests related to ATFP and emergency support including: C4I, Emergency Operations Center (EOC), Installation Support Center (ISC), Access Control, Defense Biometric Identification System (DBIDS), Regional Dispatch Center (RDC), Regional Operations Center (ROC), Mass Notification System, National Emergency Response Management System (NERMS), Security & Surveillance, and the Public Safety Network (PSNet)
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Common user requests for IT services, including hardware, software, network systems access and password resets.
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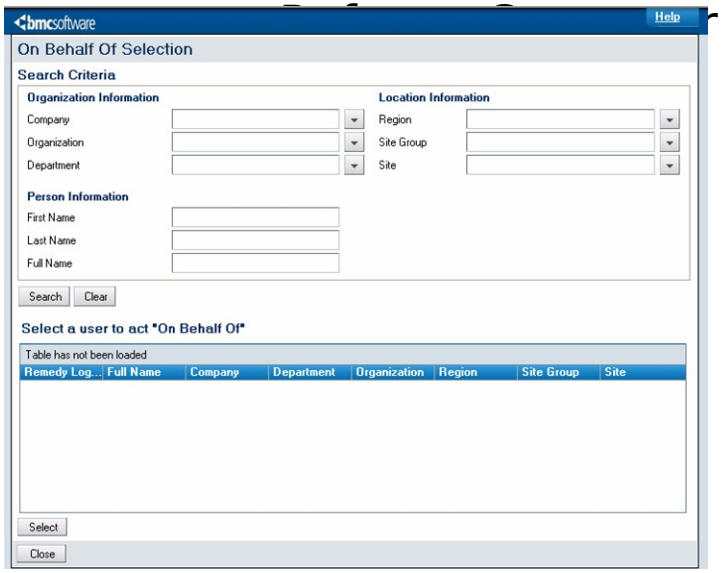
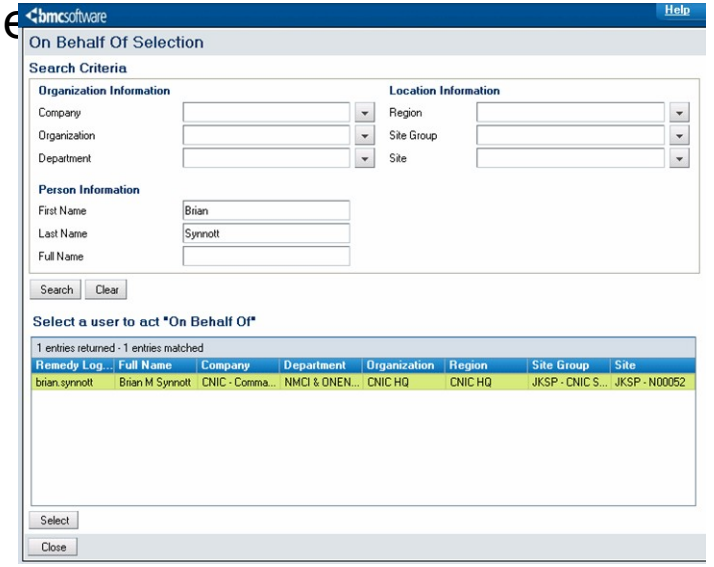
Service Request Management

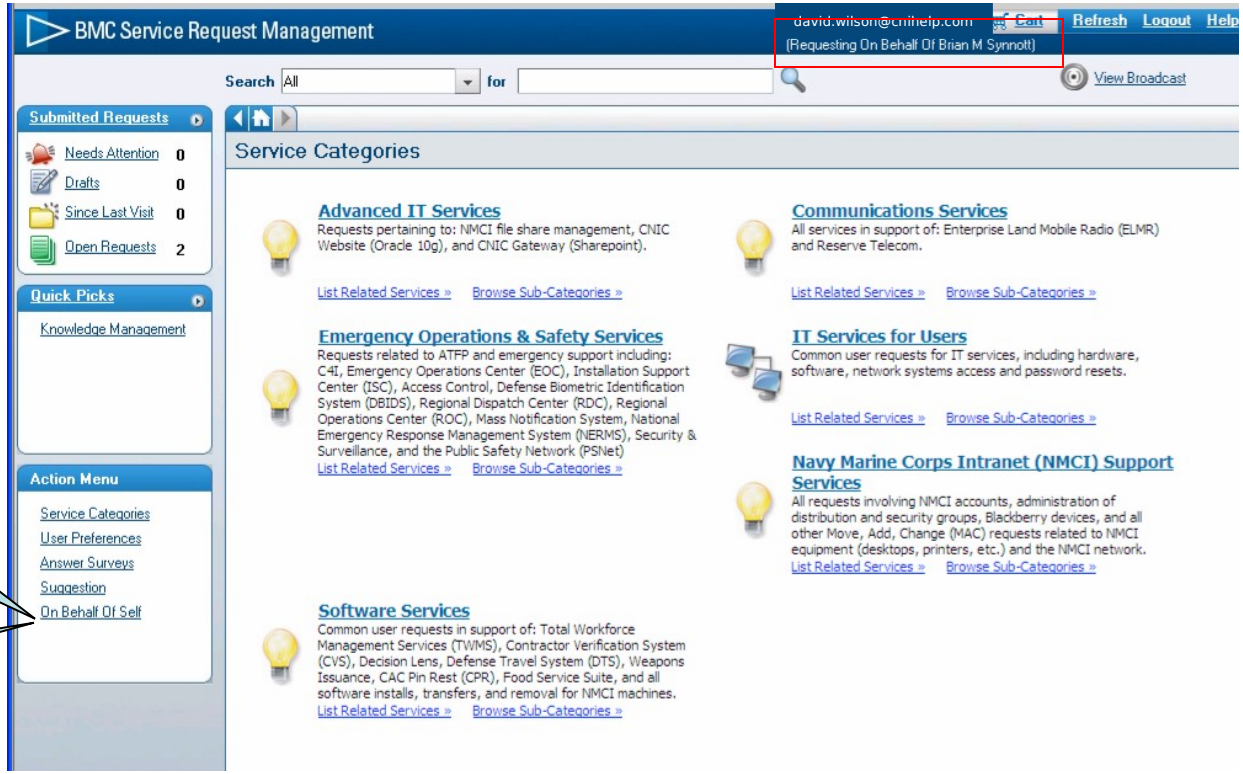
- You must search for the user you want to Request On Behalf Of
  - When search results appear click on the correct user, then click “Select”
    - Verify user information (Name, Region, Site Group, Site)
    - If one does not exist you must first create a Remedy Profile





Service Request Management

- After selecting the user you wish to Submit On Behalf Of you may proceed with submitting the request.
  - Notice that your consold shows who you are submitting on behalf of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david.wilson@cnihelp.com
(Requesting On Behalf Of Brian M Synnott)
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After you have completed submitting “On Behalf Of” you must click “On Behalf Of Self” so that you may submit on behalf of yourself again

If you then wish to submit “On Behalf Of” another user you must re-click “Submit On Behalf Of”

Service Request Management

- Request Assignment

  - When requests are submitted via the Service Request Management console they are automatically assigned to a Support Group at the CNIC Support Center for processing

  - Requests are template based and filtered to the correct Support Group based on:
    - Type of request submitted
    - Location of Submitter and/or user Submitted on Behalf OF

Service Request Management

- Request ID Numbers
  - There are different request ID numbers in Remedy. You may provide any of these numbers to a CNICSC Representative and they will be able to locate your ticket.
  - Ticket numbers you will see:
    - REQ ID number – generated when a request is submitted through Service Request Management (SRM)
      - Will auto generate a CRQ ID number if SRM request was submitted for a MAC
    - CRQ ID number – generated when a request is submitted through Change Management by a CNICSC Representative
      - Also auto generated if a MAC request is submitted through SRM